GOVERNMENT OF INDIA
RAILWAYS
LOK SABHA

UNSTARRED QUESTION NO:507
ANSWERED ON:27.04.2016
â€˜Clean my Coachâ€™ Service
Chaudhary Shri C.R.

Will the Minister of RAILWAYS be pleased to state:

(a) whether the Government has recently launched the "clean my coach" service;

(b) if so, the details thereof;

(c) whether the said service has been started in all the trains; and

(d) if not, the time by which the said service is likely to the introduced in all trains?

Answer

MINISTER OF STATE IN THE MINISTRY OF RAILWAYS

(SHRI MANOJ SINHA)

(a) & (b): Yes, Madam. As per the scheme, for any cleaning requirement in the coach, passenger sends a Short Message Service (SMS) on a specified mobile number which is immediately acknowledged along with a code. A message is also sent by the server to the mobile number of On board Housekeeping Service (OBHS) staff travelling on the same train along with the details of the passenger such as coach number, berth number. OBHS staff contacts the passengers and carries out the cleaning work as per demand.
(c) & (d): No, Madam. Presently, around 600 trains are covered under this scheme. Identification of trains for provision of this scheme and its proliferation is a continual process. However, the present service can work only on trains covered under OBHS.
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